

# **ADDENDUM**



## Addendum A: Benchmarking With Other States 2003 STATEWIDE CONSUMER SURVEY

### Benchmarking with Other States

Beginning in the fall of 1998, 16 State Mental Health Authorities received grant funding from the Center for Mental Health Services to pilot thirty-two performance indicators that were identified in the MHSIP Report Card (1996) and the NASMHPD President's Task Force on Performance and Outcome Measures (1998). The MHSIP Consumer Survey was developed as an outgrowth of this project to solicit consumer feedback.

On September of this year, the Substance Abuse and Mental Health Services Administration released its report entitled "Sixteen State Study on Mental Health Performance Measures". This report provides a plethora of information related to the indicators identified in the workgroups. The important part of this report relevant to this undertaking is the information on the consumer survey as implemented by a number of state grantees.

The table below shows the states that have provided data, as well as the year the indicator was taken, and the associated percentages of respondents positively responding on the items in each domain. An update to this information is expected to be available by December 2003.

<b>Consumer Perception of Satisfaction by Domain and State (Adult)</b>					
<b>State</b>	<b>Year of Survey</b>	<b>Access - Percent Responding Positively</b>	<b>Quality/Appropriateness - Percent Responding Positively</b>	<b>Outcomes - Percent Responding Positively</b>	<b>Participation in Treatment Planning - Percent Responding Positively</b>
Arizona	2003	77%	88%	66%	75%
Colorado	2000	75%	73%	65%	64%
Connecticut	2001	74%	74%	73%	65%
District of Columbia	2000	84%	86%	84%	76%
Indiana	2001	79%	78%	68%	72%
New York	1998	83%	80%	79%	87%
Oklahoma	1999	92%	90%	72%	NA
Rhode Island	2000	90%	88%	72%	82%
South Carolina	2001	80%	72%	60%	73%
Texas	2000	83%	83%	69%	65%
Utah	2000	82%	79%	58%	70%
Virginia	2000	85%	84%	70%	81%
Vermont	2001	78%	79%	59%	68%

Note: Shaded states have similar survey methodology used by Arizona (i.e., distribution of surveys to consumers at the provider site).



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Some important information, which can be garnered from the table, is as follows:

- According to the MHSIP Consumer Survey Workgroup, a seeming pattern exists between the results of the survey and the administration method. It was said that surveys distributed to the consumer at the time of appointment register higher domain scores than those who used either mail or telephone surveys. This pattern is evident in the scores reported by states in the shaded area in relation to the rest of the reporting states.
- Although the available data for other states are relatively old, it is interesting to note the differences across states. It is apparent from the data that the Outcome domain consistently received the least positive response.
- When ranking Arizona's performance relative to other states that used similar survey administration method, the following were noted:
  - Arizona is second to Oklahoma (and tied with Rhode Island) for percent responding positively on the Quality/Appropriateness domain.
  - Arizona posted lower percentage of respondents positively responding to access, outcomes, and participation in treatment planning relative to other comparative states.



## **Addendum B. Benchmarking With Past Performance**

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#### **Benchmarking with Past Performance**

The 2003 consumer survey expanded upon the 1999 and 2001 survey efforts by utilizing an updated, 28-item version of the MHSIP consumer survey. Several minor changes have taken place in the survey questions and format over the years, but the general items and domains have remained fairly similar. For instance, there have been slight wording adjustments in the questions, as well as added items and domains (i.e. Participation in Treatment Planning). Also of importance is that in 1999, the same survey was distributed to both children and adults, whereas in 2001 and 2003 children and their families received separate and distinct surveys.

Analysis of the survey items also varied slightly across the years. In particular, while in 1999 only the average score for each survey item was reported, in both of the recent survey years (2001 and 2003) both the average as well as the percentage of respondents satisfied was reported. Additionally, the scaling order of the items was modified for the 2003 survey, with Strongly Agree being represented by a “5” and Strongly Disagree being represented by a “1”. This was the opposite of the scaling used in previous years, and thus the average scores reflect the difference (i.e. a higher average score signals agreement rather than disagreement as previously used).

#### ***Adult Survey: Statewide Domain Score Comparison***

The table below gives the percentage of respondents responding positively across the domains for all three years of the statewide consumer survey. An increasing trend may be observed as the survey years progressed. The domains showing the most improvement in client satisfaction were General Satisfaction and Quality/Appropriateness. The Outcome domain remains the lowest across domains although improvement is also evident. As indicated, Participation in Treatment Planning was a newly added domain for survey year 2003, and therefore comparisons cannot be made.

<b>Domain</b>	<b>1999 Consumer Survey Percent Responding Positively</b>	<b>2001 Consumer Survey Percent Responding Positively</b>	<b>2003 Consumer Survey Percent Responding Positively</b>
General Satisfaction	76%	80%	88%
Access	71%	71%	77%
Treatment Planning	NA	NA	75%
Quality/Appropriateness	78%	79%	88%
Outcome	60%	58%	66%

#### ***Adult Survey: Survey Item Comparison***

The table below provides an item-by-item comparison of consumer satisfaction for the last two survey years. As previously noted, due to the different scaling protocols used, direct comparisons cannot be made between the 1999, 2001 and 2003 average scores, and the percent responding positively was only calculated for the last two survey cycles.

Reviewing the results in the table, it is apparent that for all items, improvement in the percent responding positively is reported. This progression was slight for some items while quite dramatic for others. The items showing the greatest increases in percent responding positively are the following:

- I was encouraged to use consumer-run programs (+ 14%).



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- Staff told me what side effects to watch for (+10%).
- Staff helped me to obtain the information I needed so that I could take charge of managing my illness (+10%).
- I, not staff, decided my treatment goals (+10%).
- I was able to get all the services that I thought I needed (+9%).
- Staff here believe that I can grow, change, and recover (+9%).
- I felt free to complain (+9%).

Survey Item	2001 Consumer Survey % Responding Positively	2003 Consumer Survey % Responding Positively
I like the services that I received here.	81%	89%
If I had other choices I would still get services from this agency.	78%	83%
I would recommend this agency to a friend or family member.	83%	88%
The location of services was convenient.	78%	80%
Staff were willing to see me as often as I felt was necessary.	78%	84%
Staff returned my calls within 24 hours.	73%	75%
Staff were available at times that were good for me.	82%	85%
I was able to get all the services that I thought I needed.	71%	80%
I was able to see a psychiatrist when I wanted to.	68%	70%
Staff were sensitive to my cultural/ethnic background.	76%	82%
Staff here believe that I can grow, change, and recover.	76%	85%
I felt free to complain.	74%	83%
I was given information about my rights.	84%	92%
Staff told me what side effects to watch for.	72%	82%
Staff respected my wishes about who is, and who is not, to be given information about my treatment.	82%	88%
Staff helped me to obtain the information I needed so that I could take charge of managing my illness.	72%	82%
I was encouraged to use consumer-run programs.	66%	80%
I felt comfortable asking questions about my treatment and medications.	83%	89%
Staff encouraged me to take responsibility for how I live my life.	81%	87%



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I, not staff, decided my treatment goals.	63%	73%
I deal more effectively with daily problems.	68%	75%
I am better able to control my life.	67%	74%
I am better able to deal with crisis.	63%	70%
I am getting along better with my family.	66%	71%
I do better in social situations.	56%	64%
I do better in school and/or work.	50%	62%
My housing situation has improved.	56%	60%
My symptoms are not bothering me as much.	58%	60%

### *YSS-F: Statewide Domain Score Comparison*

The table below gives the percent responding positively for each of the domains for the three survey cycles. As shown, domain scores were not calculated for the year 1999 because there was no family survey in existence during that time. However, comparing the data from years 2001 and 2003 shows that there were improvements in all three domains for which there was data. The increases were fairly significant, with the General Satisfaction domain increasing by 12%, the Access domain by 8%, and the Outcome domain by 11%.

Domain	1999 YSS-F Percent Responding Positively	2001 YSS-F Percent Responding Positively	2003 YSS-F Percent Responding Positively
General Satisfaction	NA	68%	80%
Access	NA	70%	78%
Quality/Appropriateness	NA	75%	NA
Outcome	NA	51%	62%
Treatment Planning	NA	NA	85%
Cultural Sensitivity	NA	NA	93%

### *YSS-F: Item Comparison*

The table below shows the item-by-item comparison for the years 2001 and 2003. It may be observed that the percent responding positively increased across all items from year to year. The variation was quite large, from a 1% increase to a high of an 18% increase. The items showing the greatest increase in percent are as follows:

- My child and family got as much help as we needed (+18%).
- My child and family got the help we wanted (+16%).
- Staff were sensitive to our cultural/ethnic background (+16%).
- Overall, I am satisfied with the services my child received (+15%).
- The services my child and/or family received were right for us (+15%).
- I helped to choose my child's services (+15%).
- Staff respected my family's religious/spiritual beliefs (+14%).
- I was frequently involved in my child's treatment (+13%).



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Survey Item	2001 Percent Responding Positively	2003 Percent Responding Positively
Overall, I am satisfied with the services my child received.	71%	86%
The services my child and/or family received were right for us.	67%	82%
If I need services for my child in the future, I would use these services again.	77%	NA
My child and family got the help we wanted.	65%	81%
My child and family got as much help as we needed.	55%	73%
The location of services was convenient for us.	80%	81%
Staff were available at times that were convenient for us.	78%	87%
I helped to choose my child's services.	64%	79%
I helped to choose my child's treatment goals.	74%	84%
The people helping my child stuck with us no matter what.	75%	84%
I felt my child had someone to talk to when he/she was troubled.	69%	78%
The people helping my child listened to what he/she had to say.	81%	NA
I was frequently involved in my child's treatment.	79%	92%
My child and family's needs determined my child's treatment goals.	66%	NA
Staff treated us with respect.	91%	95%
Staff understood my family's cultural traditions.	73%	NA
Staff respected my family's religious/spiritual beliefs.	76%	90%
Staff spoke with me in a way that I understood.	87%	96%
Staff were sensitive to our cultural/ethnic background.	73%	89%
My child is better at handling daily life.	63%	71%
My child gets along better with family members.	58%	64%
My child gets along better with friends and other people.	61%	67%
My child is doing better in school and/or work.	63%	69%
My child is better able to cope when things go wrong.	50%	60%
I am satisfied with our family life right now.	53%	57%

### **Conclusion**

Overall, there was significant improvement in both the domain and item scores for adult and youth consumers from the survey year 2001 to the survey year 2003. These improvements may be attributed to the continued quality improvement initiatives undertaken over the last two years.



## **Addendum C: RBHA Summary Findings 2003 STATEWIDE CONSUMER SURVEY**

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### **RBHA Summaries**

This section summarizes the survey results for each RBHA, as reported in the RBHA 2003 Consumer Perception Survey Report submitted to ADHS/DBHS.

#### **CPSA**

##### Adult Survey

A total of 89 surveys were distributed in GSA 3 and 192 in GSA 5. Of these, a total of 245 surveys were completed and returned (83 from GSA 3 and 162 from GSA 5), for a response rate of 92% in GSA 3 and 84% in GSA 5. Seventy-two percent of these respondents were Title XIX/XXI, while 28% were Non-TXIX/TXXI. In addition, 69% of the respondents were enrolled in the Program for Persons with Serious Mental Illness (SMI), while 31% were non-SMI.

Overall, the items rated the highest across entitlement status for both GSAs were:

- #10. I felt comfortable asking questions about my treatment and medication
- #14. I was given information about my rights.

The items consistently rated the lowest were:

- #25. I do better in social situations
- #26. I do better in school and/or work
- #27. My housing situation has improved
- #28. My symptoms are not bothering me as much.

##### YSS-F

A total of 67 surveys were distributed in GSA 3 and 127 in GSA 5. Of these, a total of 170 surveys were completed and returned (54 from GSA 3 and 116 from GSA 5), for a response rate 81% in GSA 3 and 91% in GSA 5. Entitlement status data was available for 98% of the cases, with 91% being categorized as Title XIX/XXI.

Overall, the items rated the highest across entitlement status for both GSAs were:

- #11. I participated in my child's treatment.
- #12. Staff treated me with respect.
- #13. Staff respected my family's religious/spiritual beliefs.
- #14. Staff spoke with me in a way that I understand.

The items consistently rated the lowest were:

- #17. My child gets along better with family members.
- #20. My child is better able to cope when things go wrong.
- #21. I am satisfied with our family life right now.

#### **Excel**

##### Adult Survey

Of the 137 surveys distributed, 102 surveys were completed and returned, for a response rate of 74%. Eighty-one percent of the respondents were Title XIX/XXI and 43% of the respondents were SMI clients.





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Client rating (percent responding positively) varied by domain and entitlement population, as shown below:

<b>Population</b>	<b>General Satisfaction</b>	<b>Access to Services</b>	<b>Participation in Treatment</b>	<b>Quality and Appropriateness</b>	<b>Outcome of Treatment</b>
<b>Adult TXIX</b>	83%	61%	78%	72%	49%
<b>Adult NTXIX</b>	95%	67%	88%	78%	78%

Overall, the items rated the highest across entitlement status were:

- #3. I would recommend this agency to a friend or family member.
- #10. I felt comfortable asking questions about my treatment and medication.
- #14. I was given information about my rights.

The items consistently rated the lowest were:

- #6. Staff returned my call in 24 hours.
- #26. I do better in school and/or work.
- #27. My housing situation has improved.

**YSS-F**

A total of 129 surveys were distributed, and of these 106 were completed and returned, for a response rate of 82%. Entitlement status information was available to only 104 of the respondents, with 93% being categorized as Title XIX/XXI.

Respondents' rating of the items varied among the domains as evident below:

<b>General Satisfaction</b>	<b>Access to Services</b>	<b>Participation in Treatment</b>	<b>Outcome of Treatment</b>	<b>Cultural Sensitivity</b>
67%	82%	76%	68%	93%

Overall, the items rated the highest were:

- #22. My child is staying out of trouble with the law.
- #25. Our family and other important friends are a part of the team in my child's treatment plan.
- #24. The treatment team has helped us find people in the community to help support our goals.

The items consistently rated the lowest were:

- #20. My child is better able to cope when things go wrong.
- #8. My family got as much help as we needed for my child.
- #17. My child gets along better with family members.



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### **NARBHA**

#### Adult Survey

A total of 572 surveys were distributed and of these, 410 surveys were completed and returned, for a response rate of 72%. Entitlement status data was available for all but three cases. About 74% were Title XIX/XXI. Sixty-eight percent of the respondents are enrolled in the Program for Persons with Serious Mentally Illness.

Overall, the items rated the highest across entitlement status were:

- #1. I like the services that I received here.
- #3. I would recommend this agency to a friend or family member.
- #14. I was given information about my rights.

The items consistently rated the lowest were:

- #25. I do better in social situations.
- #26. I do better in school and/or work.
- #27. My housing situation has improved.
- #28. My symptoms are not bothering me as much.

#### YSS-F

A total of 306 surveys were distributed. Of these, 229 were returned for a response rate of 75%. Ninety-one percent of the respondents were Title XIX/XXI.

Overall, the items rated the highest were:

- #1. The location of services was convenient for us..
- #11. I participated in my child's treatment.
- #12. Staff treated me with respect.
- #14. Staff spoke with me in a way that I understood.

The items consistently rated the lowest were:

- #17. My child gets along better with family members.
- #18. My child gets along better with friends and other people.
- #19. My child is doing better in school and/or work.
- #20. My child is better able to cope when things go wrong.
- #21. I am satisfied with our family life right now.

### **PGBHA**

#### Adult Survey

A total of 502 surveys were distributed. Of these, 411 consumers participated, yielding a response rate of 82%. Eighty nine percent of the respondents were Title XIX/XXI and 29% were SMI.

Respondents' rating of the domains varied by entitlement population, as shown below:



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Population	General Satisfaction	Access to Services	Participation in Treatment	Quality and Appropriateness	Outcome of Treatment
Adult TXIX	92%	88%	78%	92%	71%
Adult NTXIX	93%	91%	81%	91%	87%

Overall, the items rated the highest across entitlement status were:

- #1. I like the services that I received here.
- #3. I would recommend this agency to a friend or family member.
- #5. Staff were willing to see me as often as I felt it was necessary.
- #7. Services were available at times that were good for me.
- #14. I was given information about my rights.

The items consistently rated the lowest were:

- #25. I do better in social situations.
- #26. I do better in school and/or work.
- #27. My housing situation has improved.
- #28. My symptoms are not bothering me as much.

**YSS-F**

Of the 441 surveys distributed, 392 were completed and returned for a response rate of 89%. Eighty percent of the youth responders were Title XIX/XXI. There were 45 consumers for which entitlement status was unknown and thus were excluded in the analysis.

Respondents rating varied by domain and entitlement population, as shown below:

Population	General Satisfaction	Access to Services	Participation in Treatment	Cultural Sensitivity	Outcome of Treatment
Youth TXIX/XXI	86%	89%	88%	94%	63%
Youth NTXIX/XXI	83%	94%	84%	97%	61%

Overall, the items rated the highest were:

- #2. Services were available at times that were convenient for us.
- #11. I participated in my child's treatment.
- #12. Staff treated me with respect.
- #14. Staff spoke with me in a way that I understood.

The items consistently rated the lowest were:

- #17. My child gets along better with family members.
- #19. My child is doing better in school and/or work.
- #20. My child is better able to cope when things go wrong.
- #21. I am satisfied with our family life right now.



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**ValueOptions**

Adult Survey

Over one thousand surveys (N = 1075) were distributed to adult consumers. Of these, 829 were returned for a response rate of 77%. Eighty percent of the respondents were Title XIX consumers, and 16% and 84% were SMI and non-SMI, respectively.

Respondents' rating varied by domain and entitlement population, as shown below:

<b>Population</b>	<b>General Satisfaction</b>	<b>Access to Services</b>	<b>Participation in Treatment</b>	<b>Quality and Appropriateness</b>	<b>Outcome of Treatment</b>
<b>Adult TXIX</b>	88%	83%	77%	91%	65%

Note: Information was not available for Non-Title XIX clients.

Overall, the items rated the highest across entitlement status were:

- #1. I like the services that I received here.
- #10. I felt comfortable asking questions about my treatment and medication.
- #14. I was given information about my rights.
- #17. Staff respected my wishes about who is and who is not to be given information about my treatment.

The items consistently rated the lowest were:

- #25. I do better in social situations.
- #26. I do better in school and/or work.
- #27. My housing situation has improved.
- #28. My symptoms are not bothering me as much.

YSS-F

A total of 1,180 surveys were distributed and only 886 were completed, for a response rate of 75%. Of the children whose family member participated in the survey, 85% were Title XIX/XXI eligible.

Respondents' rating varied by domain and entitlement population, as shown below:

<b>Population</b>	<b>General Satisfaction</b>	<b>Access to Services</b>	<b>Participation in Treatment</b>	<b>Cultural Sensitivity</b>	<b>Outcome of Treatment</b>
<b>Youth TXIX/XXI</b>	80%	79%	94%	85%	62%
<b>Youth NTXIX/XXI</b>	86%	78%	87%	93%	65%

Overall, the items rated the highest were:

- #11. I participated in my child's treatment.
- #12. Staff treated me with respect.
- #14. Staff spoke with me in a way that I understood.



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#22. My child is staying out of trouble with the law.

#28. The people providing services and supports for my child and/or family have worked together well.

The items consistently rated the lowest were:

#17. My child gets along better with family members.

#18. My child gets along better with friends and other people.

#19. My child is doing better in school and/or work.

#20. My child is better able to cope when things go wrong.

#21. I am satisfied with our family life right now.



**Addendum D. TRBHA Pilot Consumer Survey: Lessons Learned**  
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**TRBHA Pilot Consumer Survey: Lessons Learned**

This was the first year in which the TRBHAs participated in the Statewide Consumer Survey, which is done every two years by the Regional Behavioral Health Authorities (RBHAs). The goal of the pilot test is to determine and develop TRBHA capacity to perform this contract requirement, i.e. survey of member satisfaction. In addition to measuring consumer perception regarding services received and ability to access services, this initial implementation is expected to help identify issues, problems, and training/technical assistance needs of the TRBHA in administering the survey.

The same survey instruments were used and the survey protocol was slightly customized to fit the service delivery system of the TRBHA. The surveys were conducted among two of the three TRBHAs: Gila River and Pascua Yaqui. Navajo chose not to participate due to lack of resources.

**Summary of Survey Results**

**Adult Survey**

The overall adult survey response rate is 43%. Rates of response were fairly close between the two TRBHA's, indicating a similar success in administering the survey among adult clients.

**Family Survey**

The overall family survey response rate is 46%, with a significant difference in rates of response between the two TRBHA's.

Survey Response Rates			
TRBHA	Total # of Surveys Returned (A)	Total # of Consumers Administered Survey or Approached (B)	Response Rate (RR = A/B)
<b>ADULT SURVEY</b>			
Gila River	19	45	42%
Pascua Yaqui	20	45	44%
<b>FAMILY SURVEY</b>			
Gila River	14	43	33%
Pascua Yaqui	18	27	67%

Adult Survey	Percent of Respondents Satisfied				
	General Satisfaction	Access	Quality/Appropriateness	Outcome	Planning Involvement
Overall	87%	78%	87%	74%	58%
Gila River	78%	61%	78%	67%	44%
Pascua Yaqui	95%	95%	95%	80%	72%



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Family Survey	Percent of Respondents Satisfied				
	General Satisfaction	Access	Cultural Sensitivity	Outcome	Planning Involvement
Overall	71%	97%	84%	50%	66%
Gila River	57%	100%	64%	43%	64%
Pascua Yaqui	82%	94%	100%	56%	67%

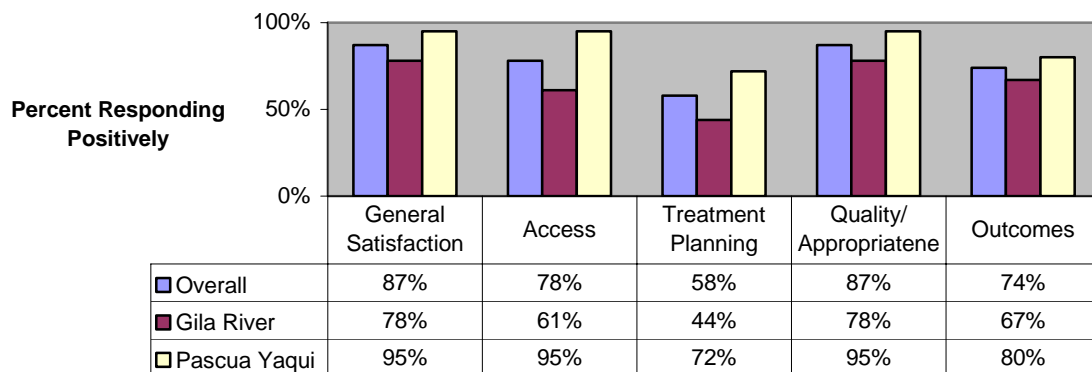
### Synthesis of Survey Results

For the adult survey, the percent responding positively to the general satisfaction survey items was 87%. This domain and the **quality/appropriateness** domain ranked the highest, also with 87% of survey respondents indicating satisfaction. The **access** domain ranked next at 78%, and the **planning involvement** domain ranked lowest at 58%.

For the YSS-F, the percent responding positively to the general satisfaction survey items was 71%. The **access** domain was the highest ranked domain with 97% of the survey respondents indicating satisfaction, followed by **cultural sensitivity** at 84%. The **outcomes** domain ranked lowest with satisfaction at 50%.

When the above TRBHA wide rankings of domains for each survey are compared to the individual TRBHA results, the domain rankings for each individual TRBHA vary as shown in the graphs below.

**TRBHA Adult Survey Results by Domain**



Although the adult survey and YSS-F results are not directly comparable due to differences in the survey items, some general observations can be made. One observation is that respondent perception of participation in treatment planning is low for both adults and families (58% and 66%, respectively). Also evident is that the Outcome domain is ranked low in both survey populations as well 74% for adult and 50% for families.

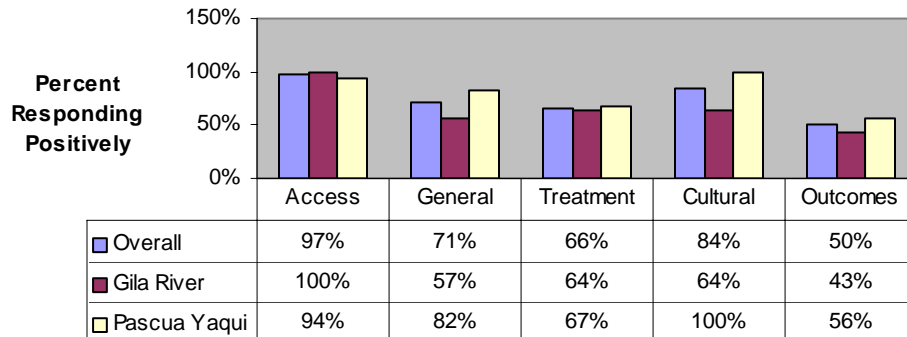
When comparing the responses by TRBHA, there were also some noticeable differences. When looking at the adult consumer survey, Gila River consistently scored lower in all five domains with regard to percent



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responding positively. For the family survey, the same pattern was evident for four of the five domains (all except Access domain).

**TRBHA YSS-F Results by Domain**



In addition to the review of domain scores, it is also instructive to examine survey results by item. Using the percentage of survey respondents who 'agreed' or 'strongly agreed' with each survey item, they were ranked from highest to lowest. The top survey items for each survey (i.e. those items with the highest percentage of survey respondents who agree or strongly agree with the item), from highest to lowest, are as follows:

##### Adult Survey

- #3. I would recommend this agency to a friend or family member (95%; General Satisfaction).
- #7. Services were available at times that were good for me (92%; Access).
- #17. Staff respected my wishes about who is and who is not to be given information about my treatment (92%; Quality/Appropriateness).
- #21. I deal more effectively with daily problems (92%; Outcomes).

##### Family Survey

- #2. Services were available at times that were convenient for us (100%; Access).
- #1. The location of services was convenient for us (97%; Access).
- #4. The people helping my child stuck with us no matter what (94%; General Satisfaction).
- #12. Staff treated me with respect (94%; Cultural Sensitivity).

One can observe that for the adult survey, the percent responding positively was spread fairly evenly among the various domains, while for the YSS-F, access was rated the highest consistently.

Conversely, The bottom survey items for each survey (i.e. those items with the lowest percentage of survey respondents who agree or strongly agree with the item), from lowest to highest, are as follows:

##### Adult Survey

- #26. I do better in school and/or work (53%; Outcomes).
- #27. My housing situation has improved (56%; Outcomes).
- #9. I was able to see a psychiatrist when I wanted to (66%; Access).
- #24. I am getting along better with my family (66%; Outcomes).





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#### Family Survey

- #20. My child is better able to cope when things go wrong (50%; Outcomes).
- #11. I participated in my child's treatment (63%; Treatment Planning).
- #19. My child is doing better in school and/or work (63%; Outcomes).
- #18. My child gets along better with friends and other people (65%; Outcomes).

For both the adult and family surveys, it may be observed that the Outcomes domain items were consistently rated lowest.

### **Survey Limitations, Issues, and Problems**

Several areas for improvement were identified. First, because of the amount of time and resources required to successfully implement the survey, only two of the three TRBHA's opted to participate. Second, TRBHA staff who are actually involved in the survey process may benefit from on-site survey administration training to alleviate the burden on the TRBHA representative. Third, consumers opted to receive home visits instead of traveling to the facility for appointments. Thus survey administration amongst these clients proved to require a different survey methodology.



## **Addendum E. Survey Limitations, Issues and Problems**

### **2003 STATEWIDE CONSUMER SURVEY**

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### **Statewide Survey Limitations, Issues, and Problems**

Several limitations, issues, and/or problems were encountered by the RBHAs in their administration of the 2003 statewide consumer survey. They are as follows:

- Lack of adequately similar replacement cases for those needing to be replaced.
- Lessened youth participation due to age protocol requirements (i.e. children had to be over 13 or accompanied by a parent/guardian in order to participate).
- Competing priorities within the provider offices.
- Frequent front-desk staff turnover.
- Extended format of the Youth/Families survey may have affected response rates.
- Initial data pull parameters yielded many disenrolled/closed members who then had to be replaced.
- Consumer assistance would be beneficial in completing the survey.
- Narrow survey administration time frame.
- Inability to capture rural clients who may not have presented themselves to the providers.
- Improper administration by provider staff resulted in some surveys being discarded.

Overall, most of the problems identified were related to replacement of closed cases, survey time frame, and some logistical issues inherent in a survey process. These issues will be reviewed and addressed during the planning period in 2004 for the next survey implementation process in 2005.